
Courses and dates are subject to change based on Agency assessments.

State Personnel Administration FY 2012 TRAINING CALENDAR JULY 2011 - JUNE 2012

State Personnel Administration Training Center

1916 West Tower, 2 Martin Luther King Jr. Drive, Atlanta, GA 30334

<http://www.spa.ga.gov>

Enterprise Learning / Georgia Leadership Institute

Phone: (404) 651-8717

Fax: (770) 357-9019

Organization Development

Phone (404) 657-2151

Fax: (770) 342-4270

Joe Doyle
Commissioner
State Personnel Administration

Ron Shultis
Assistant Commissioner
Workforce Development Division & HR Shared Services
State Personnel Administration

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JULY 2011 – JUNE 2012

Definitions

Course Date	Date(s) the course will be taught.
Course Length	Number of days the course will be held. Beginning and ending times of the course will be specified in your registration confirmation after you have registered.
Fees	Costs for a State of Georgia employee to attend the course.
Agency Contact	Name of the person to contact for additional information about the program or course.

Agency Contacts

Enterprise Learning, James Anderson, james.anderson@spa.ga.gov, (404) 651-8717

FranklinCovey, James Anderson

Georgia Leadership Institute, James Anderson

Customer Service, Linda Hensel, lhensel@spa.ga.gov, (404) 463-5911

Organization Development, Craig Southern, craig.southern@spa.ga.gov, (404) 657-2151

Location Information

All open courses and / or programs are delivered at 1916 West Tower, 2 Martin Luther King, Jr. Drive, Atlanta, unless otherwise stated.

Cancellation Policy

Registrations may be cancelled up to ten (10) workdays prior to the beginning of the course. **ALL CANCELLATIONS MUST BE IN WRITING.** Complete Section 4 of the State Personnel Administration Registration Form to cancel a registration. Cancellations made after the tenth-day will be subject to full fee assessment. Substitutions are allowed at anytime prior to the start of the class. Substitutions are encouraged at anytime prior to the beginning of the program to prevent full fee assessment. If there are fewer than six (6) participants registered, State Personnel Administration reserves the right to cancel the class at least ten (10) days in advance. Participants that are registered will receive notification of cancellation and schedule of next available date and/or a full refund.

Please note:

The State Personnel Administration does not discriminate on the basis of race, color, religion, sex, national origin, age, political affiliation, disability, or any other characteristic protected by law in the admission or access to, or treatment or employment in, its programs or activities. If you have a disability and need an accommodation to participate in any State Personnel Administration course, please notify your training coordinator. Agency training coordinators, please notify James Anderson at (404) 651-8686 or james.anderson@spa.ga.gov if you have an employee that needs an accommodation to participate in a training course. For TDD Relay Service only: 1-800-255-0056 (text-telephone) or 1-800-255-0135 (voice).

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JULY 2011 – JUNE 2012

FY 2012 OPEN COURSE OFFERINGS

(Also available as Agency closed sessions)

Course Name Description	Course Date	Course Length	Fee
Leadership Development for Managers and Supervisors This leadership program supports current and/or newly promoted frontline supervisors and managers. The curriculum emphasizes issues associated with this level of management. This program is delivered over four consecutive days and contains programs such as: <i>Building Commitment; Developing People; Management is Communication; Resolving Conflict; The F.A.I.R. Way to Manage Diversity; and a DiSC Profile Assessment</i>	10/17-20/11 01/09-12/12 05/14-17/12	4 days	\$399
AGENCY CONTACT: JAMES ANDERSON			
Leadership Development for Middle Managers Middle managers are the critical link between what's happening on the front lines - with customers and other stakeholders - and the direction set by senior management. This program is delivered over four consecutive days and contains programs such as: <i>Ethics in Decision Making; Leading and Managing Organizational Change; Negotiations and Conflict Management, Organizational Excellence, Power and Influence; and a DiSC Profile Assessment.</i>	12/05-08/11 02/06-09/12 06/11-14/12	4 days	\$399
AGENCY CONTACT: JAMES ANDERSON			
The Georgia Leadership Boot Camp This is the first of its kind in State government. The <i>Georgia Leadership Boot Camp</i> is five days of action-packed and intensive coaching and development, workshops, and information sharing that will guarantee to make new leaders very effective in their new role. This is a must-attend for new and up-and-coming state government leaders. The Boot Camp is led by seasoned and experienced facilitators and will prove to be stimulating and thought-provoking. This Boot Camp will provide practical solutions to real challenges that exist in the workforce today. Courses and programs taught at the Boot Camp are: <i>FranklinCovey's Inspiring Trust; FranklinCovey's Leading Across Generations; Managing Employee Performance; Unlawful Harassment and Discrimination; Diversity 101; Ethics and Accountability in the Public Sector; Teamwork, and a DiSC Profile Assessment will be completed for each participant of the Boot Camp.</i>	10/31/11 - 11/04/11 04/16-20/12	5 days	\$499 <div> \$399 per-person if 5 or more participants from same agency </div>
AGENCY CONTACT: JAMES ANDERSON			

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JULY 2011 – JUNE 2012

ENTERPRISE LEARNING

DiSC® Profile Assessment (*Managing Conflict and Resistance*)

The DiSC® profile assessment is designed to measure traits that are described by the DiSC model (Marston, 1928). Participants will receive an excellent introductory report that uses a positive, balanced approach to personal feedback. It explains the foundations of the DiSC model and provides personalized insight into the participant's DiSC style, motivation, and work habits. Participants can use their reports to learn about all the DiSC styles and to see the similarities and differences among the styles. These traits are discussed as "styles" and are summarized briefly below:

- Dominance (D): direct, strong-willed, and forceful;
- Influence (i): sociable, talkative, and lively;
- Steadiness (S): gentle, accommodating, and even-tempered;
- Conscientiousness (C): reserved, analytical, and logical.

11/16/11

1 day

\$130

02/23/12

\$79 Fee if
Assessment was
completed in a
previous session,
less than 2 years

(Notify at time
of registration)

AGENCY CONTACT: JAMES ANDERSON

FRANKLINCOVEY

Project Management (FranklinCovey Program)

This FranklinCovey project management training course is taught as a two-day, facilitator-led process, and encourages attendees to focus on their own current projects for a truly hands-on experience. The two-day training is ideal for project managers and coordinators who work on more complex projects and whose jobs are increasing in responsibility. Participants learn all of the skills from the one-day project management training course, plus they will:

- Process the projects they bring to the workshop;
- Analyze complex projects using additional resources such as Gantt charts and project-initiation tools;
- Learn to balance constraints like time, schedule, and resources;
- Identify ways to control and track communication; and
- Analyze project-related risks and create a "hotspots" plan.

09/28-29/11

2 days

\$249

01/25-26/12

05/02-03/12

AGENCY CONTACT: JAMES ANDERSON

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JULY 2011 – JUNE 2012

HR PERFORMANCE MANAGEMENT

HR Basics for Managers

This course provides managers and supervisors with a fundamental working knowledge of human resources management in general, and as it pertains specifically to various functions within state government. Suitable for individuals who have people management responsibilities with little or no formal training in human resources, managers and supervisors will receive an introduction to the framework affecting the public sector management of human resources across a variety of contexts and applications. Included in this course's design are essential resources, information, and tools that can help managers and supervisors accomplish organizational objectives. Also featured is an overview of selected employment laws, State Personnel Board Rules and standard workplace practices.

01/31/12 1 day \$130

03/05/12

06/04/12

AGENCY CONTACT: CRAIG SOUTHERN

ePerformance for Managers

This course provides managers and supervisors with a hands-on exposure to the ePerformance process and system tool (via Manager Self Service) as utilized in the Georgia Performance Management Process, including a familiarization with the functions and phases essential for managing employee performance. Course focus is on application of the four-phase model, central to the Georgia Performance Management Process, using the ePerformance process and system tool for planning, coaching, evaluating and recognizing performance of employees. Managers and supervisors are provided a demonstration of the ePerformance system tool via the four-phase model for managing employee performance. **Knowledge of the Georgia Performance Management Process is recommended for enrollment in this course.**

10/11/11 ½ day \$65

01/17/12 2 Sessions

04/24/12 Per Day

AM or PM

AGENCY CONTACT: CRAIG SOUTHERN

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HR PERFORMANCE MANAGEMENT

ePerformance HR System Administrator

This course prepares agency HR professionals to function in an administrative capacity in support of the ePerformance process and system tool (via PeopleSoft's HCM module and ESS/MSS through Teamworks) as part of the Georgia Performance Management process at the agency level. Training includes familiarization with the ePerformance system and tool via system flow and recommended timelines, pre-planning activities, document creation, planning and evaluation phases, reports, troubleshooting and best practices. Course focus is on agency administration of the ePerformance system. A structured demonstration of the ePerformance system from an HR Administrator perspective is presented. **Knowledge of the Georgia Performance Management Process is recommended for enrollment in this course.**

10/12/11 1 day \$130
01/18/12
04/26/12

AGENCY CONTACT: CRAIG SOUTHERN

Managing Employee Performance

This course presents managers and supervisors with an overview of the fundamentals of the Georgia Performance Management Process, including a familiarization with the functions and phases essential for managing employee performance. Course focus is on the four-phase model, central to the Georgia Performance Management Process, encompassing planning, coaching, evaluating and recognizing performance of employees. Managers and supervisors are provided tips, tools and techniques for developing and communicating employee performance expectations, giving performance feedback, conducting performance meetings, evaluating employee performance, strategizing performance improvement and professional development opportunities and more. **This course includes an overview of the ePerformance process and system tool.**

10/13/11 1 day \$130
01/19/12
04/25/12

AGENCY CONTACT: CRAIG SOUTHERN

End of FY 2012 Open Course Offerings

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JULY 2011 – JUNE 2012

FY 2012 BY REQUEST COURSE OFFERINGS

(Will schedule based on 10 or more possible registrants. Also available as Agency closed sessions.)

	Course Name Description	Course Length	Fee
CUSTOMER SERVICE	The Art of Exceptional Customer Service Foundations This course provides employees with a common approach to the delivery of customer service. Focus is placed upon the established five anchors of commitments to customers: Helpful, Courteous, Accessible, Responsive and Knowledgeable. Topics covered include: Our Commitments to Our Customers, The Customer Service Connection, The Customer Service Team, The Customer and Relationship Building, Effective Communication and From Good to Exceptional Customer Service. AGENCY CONTACT: LINDA HENSEL	½ day	None
	The 7 Habits of Highly Effective People Signature Program (FranklinCovey Program) This Course presents the notions of Stephen R. Covey's bestseller - "Seven Habits of Highly Effective People." The focus examines the concepts of being proactive; beginning with the end in mind; putting first things first; thinking win/win; seeking first to understand then be understood; synergizing; and sharpening the saw. AGENCY CONTACT: JAMES ANDERSON	2 days	\$200
FRANKLIN COVEY	Inspiring Trust (FranklinCovey Program) This Several recent workforce studies have shown that the number-one cited characteristic of an effective leader is trust. <i>Great leaders don't dictate, they influence</i> and influence comes from your ability to engender credibility and inspire people to believe you...and believe in you. When your team members trust you as a leader, they will readily volunteer their best efforts. Through the Inspiring Trust program, you will: <ul style="list-style-type: none"> • Understand how trust will help you produce better results—faster; • Adopt the specific behaviors that build and maintain trust; • Identify the “taxes” low trust exacts on the ability of your team to achieve your team’s purposes; and • Increase attention on critical objectives instead of politics and hidden agendas. AGENCY CONTACT: JAMES ANDERSON	½ day AM or PM Session	\$110

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HR DIVERSITY

Diversity 101

Managers

This course highlights for managers and supervisors the essentials for managing a diverse workforce. Focus is on the building organizational strength and effectiveness through recognizing, appreciating and valuing diversity in the workplace. Employee morale, innovation and productivity are also discussed via a business case for a diverse workplace. Managers and supervisors learn how to influence employee behavior and maximize performance by leveraging differences. Strategies and best practices for creating a culture of inclusion are also featured.

½ day \$65
AM or PM
Session

Employees

This course is designed to engage employees in critical thought and discussion about diversity from a workplace perspective. The positive outcomes associated with understanding and valuing the differences of others is explored. Employees discover multiple dimensions of diversity and how those dimensions can impact their own behavior and the perceptions of others. Strategies for developing competencies for effective workplace relations are presented.

AGENCY CONTACT: CRAIG SOUTHERN

HR EMPLOYEE RELATIONS

Unlawful Harassment and Discrimination

Managers

This course provides managers and supervisors with strategies for ensuring and maintaining a workplace that is free from unlawful harassment and discrimination. An overview of the responsibilities of managers and supervisors in recognizing, handling and preventing unlawful harassment or discrimination in the workplace is covered. Best practices and techniques for proactively avoiding and resolving unlawful harassment and discrimination, or other similar inappropriate conduct, is also included.

½ day \$65
AM or PM
Session

Employees

This course is designed to clarify for employees the range of behaviors which can be considered as unlawful harassment and discrimination. A discussion on other similar inappropriate conduct is also included. Employees learn how to recognize and resolve unlawful harassment and discrimination in the workplace in a proactive manner.

AGENCY CONTACT: CRAIG SOUTHERN

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HR ETHICS	Ethics & Accountability in the Public Sector		
	<u>Managers</u> <p>This course highlights the role that managers and supervisors play in fostering good governance and sound public administration. Managers and supervisors examine their own standards for ethics and accountability in regard to the impact to employees, and the public sector, and learn how to function at a level that is conducive to ensuring and safeguarding the public trust. Techniques and strategies are also discussed that managers and supervisors can use to promote ethical and accountable behavior among employees, including how to identify areas of employee-specific improvement needs that create a culture of ethics and accountability in the public sector.</p> <u>Employees</u> <p>This course provides employees with an understanding of how their behavior impacts the public's trust, as well as that of their colleagues. Examination of workplace behaviors, specifically those based upon individual codes of ethics and standards of accountability are discussed, along with the formulation of strategies and processes that contribute to ethical decision making that safeguards the accountability of public sector employees.</p> <p>AGENCY CONTACT: CRAIG SOUTHERN</p>	½ day AM or PM Session	\$65
PERFORMANCE MANAGEMENT	Progressive Discipline <p>This course provides managers and supervisors with the information and tools necessary to achieve and maintain a productive climate of employee relations through performance management. Included in this course is how to evaluate and respond to employee workplace performance problems and behavior issues in a fair, consistent, effective and positive manner. Familiarization with the principles of progressive discipline, using a step process, is featured. Best practices are also highlighted, and encompass coaching, the feedback process, and documentation.</p> <p>AGENCY CONTACT: CRAIG SOUTHERN</p>	½ day AM or PM Session	\$65

End of FY 2012 By Request Course Offerings

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JULY 2011 – JUNE 2012

FY 2012 AGENCY CLOSED SESSION OFFERINGS ONLY

	Course Name Description	Course Length	Fee
FRANKLIN COVEY	Leading Across Generations (FranklinCovey Program) This program includes a powerful 21-day implementation plan that the student can put into practice immediately. By participating in this program the participant will: <ul style="list-style-type: none"> • Gain an understanding of the specific differences between the generations that make up today's workforce; • Resolve the points of friction where one generation's style or perspective is likely to conflict with another; • Explore different "points of friction" scenarios using reference cards to find solutions. 	½ day AM or PM Session	\$110
	AGENCY CONTACT: JAMES ANDERSON		
EMPLOYEE RELATIONS	Creating a Positive, Productive and Successful Work Environment: <i>Approaches for Enhancing Workplace Relations - (Teamwork)</i> <u>Managers</u> This course focuses on the impact, and responsibility, that managers and supervisors have for cultivating a work environment that is positive, productive and successful. Managers and supervisors are provided suggestions, strategies and solutions for enhancing workplace relations, including approaches that deal specifically with professional conduct and behavior, effective communication, valuing others, collaboration and conflict resolution.	½ day	\$65
	<u>Employees</u> This course is designed to inform employees of approaches for enhancing and optimizing workplace relations. Employees learn how they can personally contribute to creating a professional work environment that is positive, productive and successful for all.		
	AGENCY CONTACT: CRAIG SOUTHERN		
PERFORMANCE MANAGEMENT	Developing People - (Coaching) This course is designed to assist managers and supervisors in developing people on an everyday basis, with an overall purpose for helping their employees achieve their professional potential. Managers and supervisors discover how to accelerate the development of the people who report to them, learn about their own style of developing employees through case studies, use the appropriate style for developing their employees based upon competence in specific situations and tasks and conduct a management review and development meeting with their employees.	1 day	\$130
	AGENCY CONTACT: CRAIG SOUTHERN		

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JULY 2011 – JUNE 2012

PERFORMANCE MANAGEMENT

Managing Difficult Employees

This course will provide managers – at all levels within an organization – strategies on how to address challenges, difficult or otherwise, presented by employees. The core emphasis of this training is on putting the employee first and never the challenge. Managers will gain insight into analyzing situations, determining the best courses of action and resolving problems. Also, managers will learn how to assess behavioral issues through personality type that can be used to proactively reduce and prevent workplace distractions caused by difficult employees.

½ day \$65

AGENCY CONTACT: CRAIG SOUTHERN

End of FY 2012 Agency Closed Session Offerings

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